

Come work at CDSS where . . .

People come First!

***Exciting Opportunity at the California
Department of Social Services...***

Associate Information Systems Analyst (AISA)

Salary Range \$4619 - \$5897

Full Time - Permanent



EMPLOYMENT OPPORTUNITY

Under the general direction of the Supervisor of the Infrastructure Support Section, the Associate Information Systems Analyst (AISA) performs routine operational tasks in support of the Department's DSSnet, including managing user accounts and permissions, monitoring system backups, performing file restorations, and maintaining system documentation.

The AISA performs or provides assistance in the installation, removal, relocation, and repair or upgrade of DSSnet equipment throughout the Department. There is a physical requirement of lifting equipment in excess of 50 lbs. The AISA may occasionally be assigned to be team leader of a small project, particularly during out-of-town install/office relocations. Travel is required to Department sites statewide.

The AISA consults with users to resolve hardware, software and communication problems. The AISA Utilizes network monitoring tools such as OpenView and PowerChute, and provides network connectivity and cable plant troubleshooting.

Who Should Apply: State employees with current status in the classification, persons with list eligibility in a reachable rank, with interest in a lateral transfer from an equivalent class, or reinstatement. All interested applicants must submit a resume and a standard State Application Form STD 678, with an original signature to the contact person identified below.

Final File Date: **Until filled.**

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information:

Virginia Erickson
322-1086
virginia.erickson@dss.ca.gov

INFORMATION SYSTEMS DIVISION
Associate Information Systems Analyst (Specialist)
Duty Statement
762-1470-XXX

CONCEPT OF POSITION:

Under the general direction of the Section supervisor, the Associate Information Systems Analyst (AISA) is responsible for providing overall infrastructure support of computing equipment in the Department's statewide network (DSSnet).

The AISA may be the primary contact to provide user assistance for DSSnet equipment. This position performs routine operational functions in support of the department's computer equipment, including network printers. This position develops and implements the necessary procedures to record and track the installation, removal, relocation, and performance of the various pieces of computing equipment located throughout the Department.

RESPONSIBILITIES OF POSITION:

30% Performs the routine operational tasks in support of the Department's DSSnet, including managing user accounts and permissions, monitoring system backups and restores, maintenance of firmware/software versions, and maintaining system documentation.

25% Performs or provides assistance in the installation, removal, relocation, and repair or upgrade of DSSnet computer equipment throughout the Department. When more than one analyst or technician is assigned to a small project, the AISA may be assigned to be the team leader until the completion of the project. This is particularly necessary during out-of-town install/office relocation projects. Requires travel to Department sites statewide.

20% Consults with users to identify and facilitate the resolution of system(s) hardware, software and communication problems. Utilizes network monitoring tools; e.g. Open View, HP Systems Insight Manager, APC PowerChute, APC InfraStruXure Manager, WhatsUp Gold, Dell IT Assistant and Server Administrator, etc.

10% Maintains an up-to-date inventory of all departmental computer hardware by location. Tracks, records, and reports on the performance of DSSnet computer equipment

5% Provides network connectivity and cable plant troubleshooting

5% Remains abreast of advancing information technology

5% Performs other related work.

SUPERVISION RECEIVED:

The AISA is given assignments, and is expected to work independently, and to report progress to the supervisor.

ADMINISTRATIVE RESPONSIBILITY:

None

PERSONAL CONTACTS:

The AISA has daily contact with departmental staff and ISD staff to identify service requirements and resolve infrastructure related problems and provide technical support to DSSnet users.

ACTIONS AND CONSEQUENCES:

None

OTHER INFORMATION:

Due to installation/relocation activities, this position has physical requirements of lifting in excess of 50 lbs., may require extensive standing and walking, and working at floor level.

This position may require occasional travel throughout the state by car or plane.

This position may require occasional after hours and/or weekend overtime.